



City of Austin - JOB DESCRIPTION



Account Representative

FLSA:	Standard/Exempt	EEO Category:	(20) Professionals
Class Code:	18629	Salary Grade:	ZP8
Approved:	December 20, 1999	Last Revised:	January 24, 2008

Purpose:

Responsible for representing Austin Energy as the single point of contact for small commercial businesses.

Duties, Functions and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Build and maintain relationships with assigned customer account executives and management.
2. Develop a knowledge and understanding of each product and service offered by Austin Energy.
3. Establish contacts and develop sales contract plan for each product line.
4. Build accounts file knowledge and understand each account's business and process.
5. Negotiate and finalize contractual agreements.
6. Develop and deliver presentations to customer executives and management regarding products and services of Austin Energy.
7. Develop and maintain in-depth competitive information and strategic market segment database of assigned customers.
8. Meet established customer retention targets.
9. Manage all activities associated with assigned Key Account customers such as key management contacts, customer feedback (national/state/local), contractual agreements for energy serviced and payment processing/collections.
10. Act as resource and facilitator with commercial customers, resolving customer service or other issues as they arise.

Responsibilities - Supervisor and/or Leadership Exercised:

None.

Knowledge, Skills, and Abilities:

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Possess advanced knowledge of sales practices of complex systems.
- Knowledge of customer contact and prospecting techniques.
- Ability to actively seek out sales opportunities.
- Ability to communicate effectively orally and in writing.
- Knowledge of business operations of commercial and industrial customers of Austin Energy.
- Knowledge of electric service requirements for commercial or industrial customers.

Minimum Qualifications:

- Graduation from an accredited four-year college or University with major course work in Business, Marketing, or in a field related to the job, plus three (3) years related experience.
- Experience may substitute for education up to four (4) years.

Licenses and Certifications Required:

None.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.